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FACSIMILE COVER SHEET

To: Assistant Commissioner for Patents
Fax Number: (703) 308-6916

From: Stanley D. Ference III
Date: August 16, 2004
Pages: 2 pages (including this cover sheet)

MESSAGE:

Serial No. 09/804,728
(696.005)

Change in Correspondence Address

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Atty. Docket No. 696.005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of : Srinivasan et al
Serial No. : 09/804,728 Examiner : J. Yehdega
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

OFFICIAL

August 16, 2004

CHANGE IN CORRESPONDENCE ADDRESS

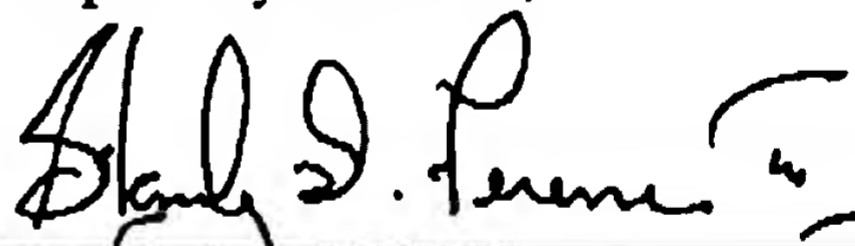
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Please change the correspondence address for the above-identified application to
the address associated with the following customer number:

Customer Number 35195

Respectfully submitted,

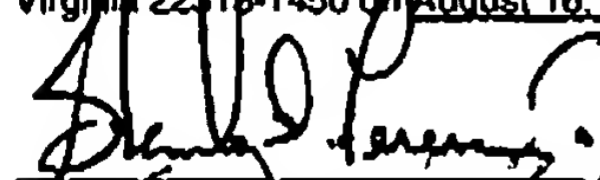


Stanley D. Ference III
Reg. No. 33,879

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Attorneys for Applicants

I hereby certify that this correspondence and any
documents referred to as enclosed therewith are being
facsimile transmitted on (703) 308-6916 to the
Commissioner for Patents, P.O. Box 1450, Alexandria,
Virginia 22313-1450 on August 16, 2004



Stanley D. Ference III
Reg. No. 33,879

August 16, 2004
Date of Signature